अतिरिक्त विभागीय वितरण एजेंट, अतिरिक्त विभागीय पैकर के कार्यों को एक ही कर्मचारी को सौंपना और उपर्युक्त (1) के अनुसार प्रति घंटे दर के आधार पर इस कर्मचारी को वेतन दिया जाए।

(ख) किसी शाखा डाकघर को उसके कार्यभार पर विचार किये बिना अनिवार्य रूप से 3 घंटे के लिए खोलने के मौजूदा मानदंडों में संशोधन करना।

11. उप मंडलीय डाकघर निरीक्षकों के लिए अर्दलियों की प्रथा को समाप्त करना और इसके बदले में उन्हें एक मुश्त राशि का भुगतान।

12. मेल ओवरसियर के संवर्गों को समाप्त करना।

13. सहायक उप मंडल निरीक्षक का संवर्ग प्रारंभ करना।

14. प्रत्येक शाखा डाकघर में उसी सिद्धांत पर कार्य घंटे के मूल्यांकन के लिए समय परीक्षण तैयार करना जैसाकि विभागीय डाकघरों के लिए किया जाता है।

15. उपदान प्राप्त करने की पात्रता के लिए कम से कम सेवा को 15 वर्ष से 5 वर्ष करना।

16. उपदान की राशि का भुगतान प्रत्येक पूरे वर्ष की गई सेवा के लिए आधे महीने की परिलब्धियों की दर पर किया जाए।

17. अतिरिक्त विभागीय एजेंटों की भर्ती के लिए अधिकतम आयु सीमा 28 वर्ष तथा न्यूनतम शैक्षणिक योग्यता आठवां दर्जा निर्धारित किया जाए।

Functioning of Grievance Cell in the Ministry of Communications

1156. SHRI SURESH PACHOURI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is a complaint cell in his Ministry to look into the grievance of customers;

(b) if so, the number of complaints registered, month-wise during June, 1991 to May, 1992 with such cell and the number of these complaints attended to, so far; and

(c) what were the nature of complaints lodged with the cell and what steps Government have taken to improve the system management?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir. Separate Public Grievance cells are functioning in the Department of Posts and Department of Telecom. under the Ministry of Communications to look into the Grievances of the customers.

(b) Statistical information on complaints dealt with during the period from June, 1991 to May, 1992 (month-wise) is given in Statement I for Postal Department and in Statement-II (*See below*). for Telecom. Deptt. laid on the Table of the House.

(c) The complaints were against various grievances as given below:

A. POSTAL

(i) Non-delivery | payment delay in delivery/payment, wrong delivery payment of unregistered, registered mails, Insured/Speed Post articles, Telegraphic and other Money Orders;

(ii) Abstraction of contents, forged/short payment of money orders including V.P. money orders;

(iii) Non-delivery/delay in delivery of Foreign mails/VP articles, abstraction of contents, removing of foreign stamps;

(iv) Complaints about different Small Savings Schemes—delay in settlement of claims;

(v) Indifferent behaviour of the staff non-availability of postal stationery;

(vi) Other complaints about Indian/British Postal orders, PLI Scheme.

The following steps have been taken to improve the system management:

(i) Better quality control checks at the fields by the supervisors;

(ii) Constant review of complaints;

(iii) Punitive action where the complaints are due to human failure;

(iv) Holding of Dak Adalats on quarterly basis at Circle/Divisional Offices have been organised;

(v) Customer complaint Guide has been issued for the benefit of the customers;

(vi) Constant review of mail arrangements and regular survey of live mails is organised;

(vii) Effective liaison with the transport system is ensured.

B. *Telecom:*

The Telecom complaints were mainly regarding delay in fault repairs, excess billing, delay in provision of New Telephone connections, delay in shifting of Telephones, delay in restoration of telephones, disconnection of telephone, staff krievances regarding compassionate appointment and retirement benefits, etc.

For improvement of system management latest digital technologies are being introduced and Fault Repair System streamlined for better public Telecom Staff inter action.

Officers in the Telecom field units have been advised to meet the Members of the public for one hour from 3.00 p.m. to 4.00 p.m. every day. Further, there is a forum of Telephone Adalat, which meets once in three months and where decisions are taken on the spot on the complaints of the subscribers. There is also a forum of Open House Session, where the members of the public are invited once in six months to know the difficulties being faced by them and to interact with the public in a more efficient way.

Statement—I

Statistical information on complaints dealt with during the period from June, 1991 to May, 1992

Month	No. of complaints registered	Complaints attended
June, 91	229	All the complaints were promptly attended to and action taken to ensure early redressal of the Grievances.
July, 91	169	
August, 91	202	
September, 91	252	
October, 91	226	
November, 91	168	
December, 91	167	
January, 92	237	
February, 92	202	
March, 92	237	
April, 92	231	
May, 92	240	
TOTAL :	2560	

Statement-II

Statistical information on complaints dealt with during the period from June, 1991 to May, 1992

Month	No. of complaints received.	Complaints attended
June,91	265	264
July,91	337	333
August,91	324	301
Sept.,91	374	358
October,91	374	365
November,91	374	352
December,91	257	243
January,92	455	432
February,92	559	526
March,92	480	444
April,,92	657	590
May,92	202	141
	4658	4349

Need to improve efficiency of Postal Department

1157. SHRI S. K. T. RAMACHANDRAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what concrete measures are being taken by Government to improve the efficiency of Postal Department, particularly, to speed up the postal deliveries; and

(b) what are the norms at present prescribed for setting up a post office in a hamlet or a village?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Supervision and monitoring have been strengthened to ensure correct sorting and routing of mail. Delivery of mail in post offices is being restructured to ensure delivery of maximum quantum of mail on the date of their receipt in the post office. In order to improve the efficiency and productivity of services provided by the Department, a beginning has been made of the use of modern technology like computers in areas of counter transactions and Postal Life Insurance.

(b) The norms for opening of new post offices in rural areas are given in Statement.

Statement

Norms for opening of Post Offices; Effective from 1-4-1991.

Branches Post Offices:

In normal Rural Areas.

(i) *Population*:-

3000 population in a group of villages.

(ii) *Distance*:

The minimum distance from the nearest existing post office will be 3 Kmts.